

Two ORO Employees Selected to TQA Board



Butch Brant and Donna Riggs were selected to serve on the editorial Board of the Tennessee Quality Awards.

Donna Riggs and Butch Brant of ORO's Environment, Safety and Quality organization have been selected to serve on the Editorial Board of the Tennessee Quality Awards (TQA).

As board members, their duties include the review of applications and Feedback Reports to ensure that comments are grammatically correct, criteria based, and easily understood.

In the first seven years of the TQA Program, more than 700 organizations – representing a 330,000 employee base – have improved the quality of their goods and services through participation in the Program.

TQA is a business service and recognition program whose focus is to promote and accelerate the economic well being of the State of Tennessee by encouraging businesses, schools,

government agencies, and profit and not-for-profit entities to become quality organizations. The Malcolm Baldrige National Quality Award Criteria for ions can assess their performance.

Performance Excellence is used to provide a set of values against which organizations can assess their performance.

"I am convinced that faithful application of the criteria and honest attempts to address the gaps in performance to criteria will ensure the success of any organization, whatever its industry, mission, or size," said Riggs.

"This is my fifth year associated with the TQA program ..."
Donna Riggs

Riggs added she was honored to receive a call from Marie Williams, the TQA President, requesting her participation on the Editorial Board. "This is my fifth year associated with the TQA Program and I'm pleased that Marie trusts me to meet her high standards," she said.

Established in 1993, the TQA Program is the most successful of its kind in the world. It helps companies improve their competitive advantage, productivity, customer satisfaction, and employee involvement, yielding strong financial performance and business results.

"During our site visits at the applicant's operation we have an opportunity to observe many good business practices and subsequently share them with our operations at ORO," said Brant.